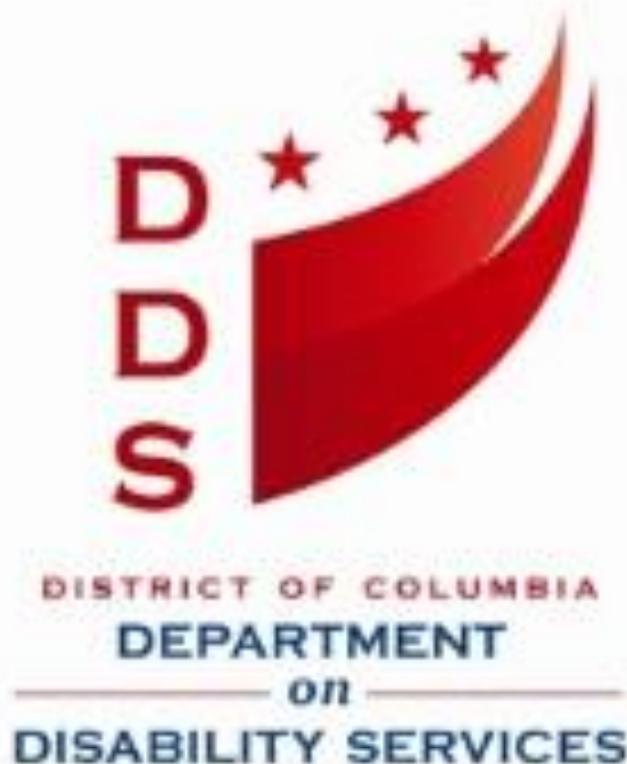


Government of the District of Columbia  
Department on Disability Services (DDS)  
Developmental Disabilities Administration (DDA)

## **Continuing Quality Improvement (CQI) Report**

Fiscal Year 2019 Second Quarter (January 2019 – March 2018)  
Report on Service Coordination Monitoring for People Participating in the  
District of Columbia's Medicaid Home and Community-Based Services (HCBS)  
Waiver Program, and People Receiving Services in Intermediate Care Facilities for  
Persons with Intellectual and Developmental Disabilities

Quality Assurance & Performance Management Administration



Submitted: May 31, 2019

## **Introduction**

The Developmental Disabilities Administration (DDA) of the Department on Disability Services (DDS) strives to provide quality services to all people with disabilities who have been determined eligible to participate in DDA's Service Delivery System. One of the ways DDA achieves this is through the District of Columbia's Medicaid Home and Community Based Services (HCBS) waiver program. Each person creates an Individualized Service Plan (ISP) that identifies his/her goals and needs, and the HCBS waiver program offers choice and flexibility in meeting these needs and accomplishing these goals. To ensure that all people are receiving quality services from DDA, regardless of funding source or association with a particular group, this report will present data for two groups: participants in the DDA Home and Community Based Services Waiver (Waiver) program and people who receive services in Intermediate Care Facilities for People with Intellectual and Developmental Disabilities (ICF/IDD).

This report presents aggregate findings of key indicators gathered by DDA's Service Coordination Division from its oversight activities regarding the implementation of each person's ISP. Domain areas organize the ISP, and those domain areas similarly organize the associated monitoring. The domains and outcomes in the Service Coordination Monitoring Tool (SCMT) are as follows: Satisfaction, Community Inclusion, Health and Well-Being, Rights and Dignity, Safety and Security, Service Planning and Delivery, and Individual Financial Planning. This report covers the domains and indicators that are most relevant to monitoring the implementation of each person's ISP.

### *Monitoring Schedule*

The DDA Service Coordination Monitoring Policy specifies requirements for monitoring the implementation of each person's ISP. The following shows the schedule by which Service Coordinators conduct monitoring:

1. People who live within a 25-mile radius of the District of Columbia, and receive supports and Waiver services, shall have the service coordinator complete at least quarterly monitoring reviews, with a minimum of two (2) at home and (2) where the person receives day supports. If the person gets no day support (*e.g.*, he or she is competitively employed), then all four (4) monitoring reviews shall occur at the person's home.
2. People who live in an ICF/IDD within a 25-mile radius of the District of Columbia, the service coordinator shall complete a minimum of two (2) monitoring reviews, occurring semi-annually. Also, in the alternate quarters, the service coordinator shall complete a follow-up summary form via telephone with the person and his or her Qualified Developmental Disabilities Professional.
3. For people who live in their own home or with their friends or families, and who are not enrolled in the Waiver, the service coordinator shall complete a minimum of two (2) monitoring reviews, occurring semi-annually. Also, in the alternate quarters, the service coordinator shall call and speak with the person receiving services and, if appropriate, his or her designated representative.
4. For people who live outside of a 25-mile radius of the District of Columbia, the service coordinator shall complete a minimum of two (2) semiannual monitoring reviews.

## **Methodology**

Information was gathered during scheduled face-to-face meetings with people who receive services and with people who know them best. Upon completion of the face-to-face interview with the person and the people who know them best and a review of relevant documentation, the Service Coordinator determined the presence or absence of each indicator in the SCMT. This information was then entered into DDA's Information System (MCIS) and stored for retrieval. For this report, aggregate reports were obtained to show overall findings related to each indicator in the SCMT. The data in this report displays the total number of people for whom each question was answered, and the percentages of indicators answered in the affirmative and negative. Additionally, demographic data is provided to show the gender, ethnicity, and service usage for people who participate in the waiver program.

**DOMAIN: Satisfaction**

The first questions in the SCMT are related to each person’s satisfaction with various areas of his/her life. Across all groups, people reported high levels of satisfaction with their services, staff, and housemates. Additionally, monitoring suggests that almost everyone said that they were being supported to make choices in their life. These results did not vary significantly between groups.

Waiver participants continue to express satisfaction with their home (96.2%), staff (95.9%), and all other services (98.4%). Of people receiving waiver services, 100% were satisfied with their housemates. All people who receive ICF/IDD services expressed high levels of satisfaction with their homes (100%), housemates (100%), staff (100%) and all other services (100%).

*Table 1: Satisfaction Questions*

Satisfaction	Total Responses	% of Yes	% of No	Total Responses	% of Yes	% of No
Question Description	Waiver			ICF/IDD		
Is the individual satisfied with his or her home?	494	96.2%	3.8%	20	100.0%	0.0%
Is the individual satisfied with his or her housemate(s)?	492	94.1%	5.9%	20	100.0%	0.0%
Is the individual satisfied with his or her staff?	491	95.9%	4.1%	19	100.0%	0.0%
Is the individual supported to make choices in his or her everyday life?	491	99.6%	0.4%	19	100.0%	0.0%
Overall, is the person satisfied with all services provided?	491	98.4%	1.6%	19	100.0%	0.0%

**DOMAIN: Community Inclusion**

Previous monitoring results have suggested that people are integrated into their communities and have knowledge of community resources and services. For people in all groups discussed below, the monitoring shows that over 98% of people are consistently participating in activities that are reflective of their interests and that are integrated into the community.

Monitoring reports 96.7% of waiver participants and 94.7% of people receiving ICF/IDD services say they have relationships with people who are not paid to be in their life. As stated in previous quarters, a multi-quarter trending analysis of this data related to people receiving ICF/IDD services indicates that positive responses vary over the quarters due to the denominator for this question being so small.

*Table 2: Community Inclusion Questions*

<b>Community Inclusion</b>	<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>		<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>
<b>Question Description</b>	<b>Waiver</b>				<b>ICF/IDD</b>		
Is the individual participating in community integration activities?	491	98.8%	1.2%		19	94.7%	5.3%
Does the person have relationships with people not paid to be in his/her life?	491	96.7%	3.3%		19	94.7%	5.3%
Are the community activities reflective of an individual's interest?	805	98.5%	1.5%		105	99.0%	1.0%

## **DOMAIN: Health and Well-Being**

Service Coordinators reported that almost every person in all groups appeared to be dressed comfortably and in accordance with the current weather. Direct support staff were nearly always able to describe their role in supporting each person's health needs, and there was also evidence that staff were implementing positioning (90.2% for people participating in the waiver and 100% for people receiving ICF/DD services) and mealtime protocols over 96% of the time for all groups. Almost all people in both groups had a physical examination with 95.3% of people receiving waiver services and 98.1% of people receiving ICF/IDD services. Monitoring reflects 93.5% of people receiving waiver services and 100% of people receiving ICF/IDD receiving dental examinations.

Over the quarter, monitoring responses continue to suggest a high level of compliance with people's nutritional goals and ensuring medication is delivered according to physician's orders. If a nutritionist made recommendations, monitoring showed that those recommendations were being followed 98% or more of the time for people in both groups. For the second quarter, 87.9% of people receiving waiver services and 92.9% of people receiving ICF/IDD services had a nutritional goal if it was indicated as a need in their ISP or if they experienced a significant change in their nutritional status. DDS will continue to monitor and assess this outcome, especially for people in the Waiver to ensure that they are receiving the necessary person-centered supports. Second quarter monitoring suggested that for 97% or more of people in both groups, there was evidence showing that medication was given according to physician's orders, which is consistent with the previous quarter.

Table 3: Health and Well-Being Questions

Health and Well Being	Total Responses	% of Yes	% of No	Total Responses	% of Yes	% of No
Question Description	Waiver			ICF/IDD		
Is the individual's appearance well kept (i.e., appropriately clothed, groomed, etc.)?	612	98.9%	1.1%	79	100.0%	0.0%
Are clothing and footwear available that is appropriate for the current weather conditions?	805	99.4%	0.6%	105	100.0%	0.0%
Are residential staff able to describe the individual's health-related needs and their role in ensuring that the needs are met?	553	99.8%	0.2%	85	100.0%	0.0%
Is there evidence the assigned staff is following the mealtime protocol?	93	96.8%	3.2%	77	100.0%	0.0%
Is there evidence the assigned staff is following the positioning protocol?	41	90.2%	9.8%	39	100.0%	0.0%

<b>Health and Well Being</b>	<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>		<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>
<b>Question Description</b>	<b>Waiver</b>				<b>ICF/IDD</b>		
If the person takes medications at home, is there evidence the medications are given according to the physician's orders?	550	97.6%	2.4%		103	99.0%	1.0%
Did the individual have a physical examination within the last 12 months?	805	95.3%	4.7%		105	98.1%	1.9%
Did the individual have a dental examination within the last 12 months?	805	93.5%	6.5%		105	100.0%	0.0%
If the person has a nutrition assessment, are the Nutritionist's recommendations being implemented?	334	98.2%	1.8%		97	100.0%	0.0%
If required by the ISP or significant change (e.g., an unplanned weight loss or gain of five or more pounds in less than a month) in the person's nutritional status, is there a nutrition goal?	173	87.9%	12.1%		56	92.9%	7.1%
Is the current HCMP available to the staff providing supports to the person in his or her home?	505	96.4%	3.6%		103	99.0%	1.0%

**DOMAIN: Rights and Dignity**

Monitoring indicates that people are being supported to make choices in their everyday life and that almost all people can access all living areas of their home. For people who are prescribed psychotropic medication, 99.6% of people receiving waiver services and 100% of people receiving ICF/IDD services have documentation of written consent to receive those medications. There was evidence that people’s behaviors were being tracked and monitored for 93.0% of people receiving waiver services and 97.0% of people receiving ICF/IDD services.

For people who have behavior support plans (BSPs), 94.1% of people receiving waiver services and 100% of people receiving ICF/IDD services had them approved by the provider’s Human Rights Committee (HRC).

*Table 4: Rights and Dignity Questions*

<b>Rights and Dignity</b>	<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>		<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>
<b>Question Description</b>	<b>Waiver</b>				<b>ICF/IDD</b>		
Is the individual supported to make choices in his or her everyday life?	491	99.6%	0.4%		19	100.0%	0.0%
Can the person easily access all living areas of the home, either with or without mobility aids (e.g., wheelchair)?	459	99.8%	0.2%		85	100.0%	0.0%
Has the individual, legal guardian, or substitute decision maker provided written informed consent to receive psychotropic medication?	326	99.4%	0.6%		62	100.0%	0.0%
Was the BSP approved by the Provider’s Human Rights Committee (HRC) and uploaded in MCIS?	273	94.1%	5.9%		66	100.0%	0.0%
Is there evidence that the behaviors are being tracked and monitored (i.e., ABC charts or data sheets relevant to the BSP)?	273	93.0%	7.0%		66	97.0%	3.0%

**DOMAIN: Safety and Security**

Monitoring continues to show that nearly all people in each of the groups were living in clean homes with sufficient food and other supplies. Additionally, monitoring reported that serious reportable incidents during the second quarter of FY19 were reported on time 100% for both groups.

Any time a Service Coordinator identifies a significant safety or health concern when doing monitoring, he/she enters an incident accordingly. For example, if a Service Coordinator feels a lack of support has led to insufficient amounts of food, he/she will enter an incident of neglect that is then addressed appropriately and investigated to prevent it from happening in the future.

*Table 5: Safety and Security Questions*

Safety and Security	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Is there sufficient food and supplies in the home?	805	99.4%	0.6%		105	100.0%	0.0%
Is the individual's residence free from odor, infestation, clutter, etc.?	805	96.6%	3.4%		105	100.0%	0.0%
If the person was the subject of a serious reportable incident, were all incident reports filed timely?	65	100.0%	0.0%		14	100.0%	0.0%

**DOMAIN: Service Planning and Delivery**

Adaptive equipment was available and functioning for 95.3% of people receiving waiver services and 92.4% of people receiving ICF/IDD services. Staff were reported to be knowledgeable and able to assist people to use their adaptive equipment 99% or more of the time for all groups.

Service Coordinators reported that for 92.4% of people receiving waiver services and 98.1% of people receiving ICF/IDD services, there was enough staff to meet the person’s needs. Regarding individualized staffing, 100% of the people in both groups had the staffing levels present as specified in the ISP if a 1:1 or individualized staff ratio was approved.

Most people were able to show evidence (data) of progress toward ISP goals (90.4% of people receiving waiver services and 91.4 % of people receiving ICF/IDD services). This level of performance continues to be consistent with previous quarters.

*Table 6: Service Planning and Delivery Questions*

<b>Service Planning and Delivery</b>	<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>		<b>Total Responses</b>	<b>% of Yes</b>	<b>% of No</b>
<b>Question Description</b>	<b>Waiver</b>				<b>ICF/IDD</b>		
If a person uses adaptive equipment, Is the adaptive equipment available and functioning?	580	95.3%	4.7%		92	92.4%	7.6%
Is staff knowledgeable and able to assist the person to use the equipment?	580	99.7%	0.3%		92	100.0%	0.0%
During the review, is there sufficient staff to meet the needs of the person in accordance with the person's ISP and or Service Authorization?	805	92.4%	7.6%		105	98.1%	1.9%
If a 1:1 or individualized staffing ratio was approved, is that staff person present and work with the person as detailed in the Behavior Support Plan and ISP?	120	100.0%	0.0%		45	100.0%	0.0%
Is there evidence of data collection for progress toward ISP goals and outcomes?	805	90.4%	9.6%		105	91.4%	8.6%

**DOMAIN: Individual Financial Planning**

Service Coordinators reported that almost all people’s expenditures reflected their interests. Additionally, monitoring suggests that providers were keeping financial records that complied with the DDS Personal Funds Policy for 97.7% of people in the waiver and 98.0% of people living in ICF/IDD.

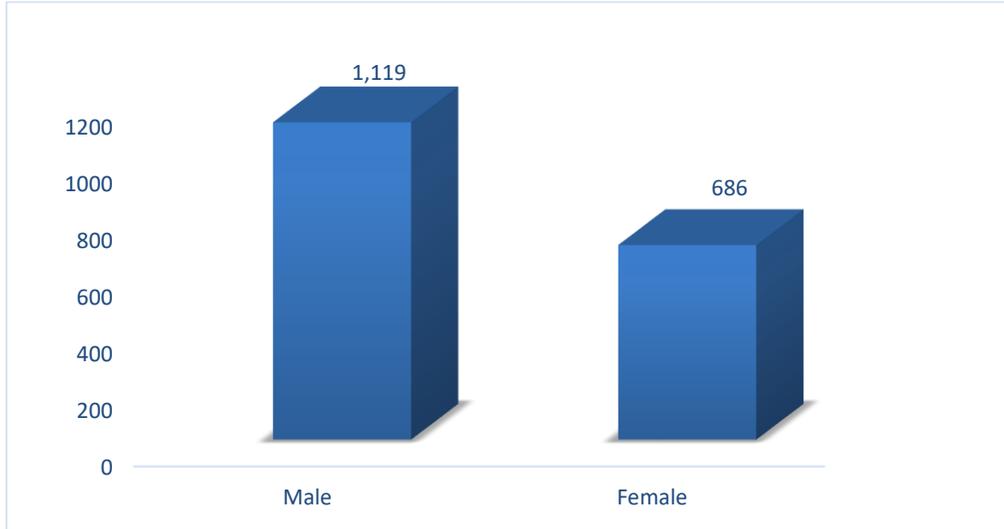
*Table 7: Individual Financial Planning*

Individual Financial Planning	Total Responses	% of Yes	% of No		Total Responses	% of Yes	% of No
Question Description	Waiver				ICF/IDD		
Do the expenditures listed in the IFP reflect the individual's personal preferences?	683	99.9%	0.1%		101	100.0%	0.0%
Are the financial records in compliance with the DDS Personal Funds Policy?	683	97.7%	2.3%		101	98.0%	2.0%

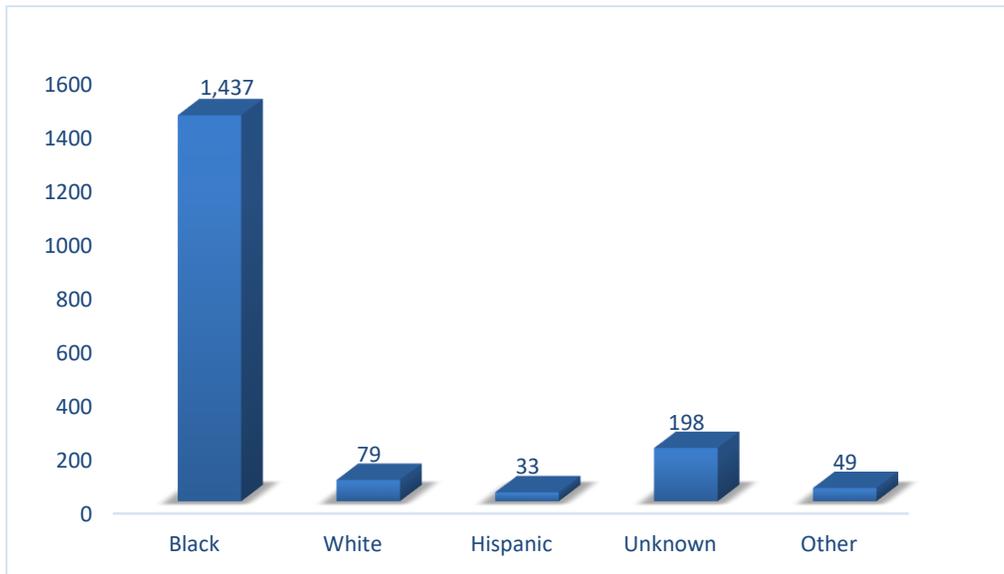
**Sample Profile:**

As of March 31, 2019, there were 1,805 people with intellectual disabilities enrolled in the District of Columbia’s HCBS waiver program. This report shows demographic information about this group of people, including gender, ethnicity, and the types of services and supports people receive.<sup>1</sup>

**Gender:**

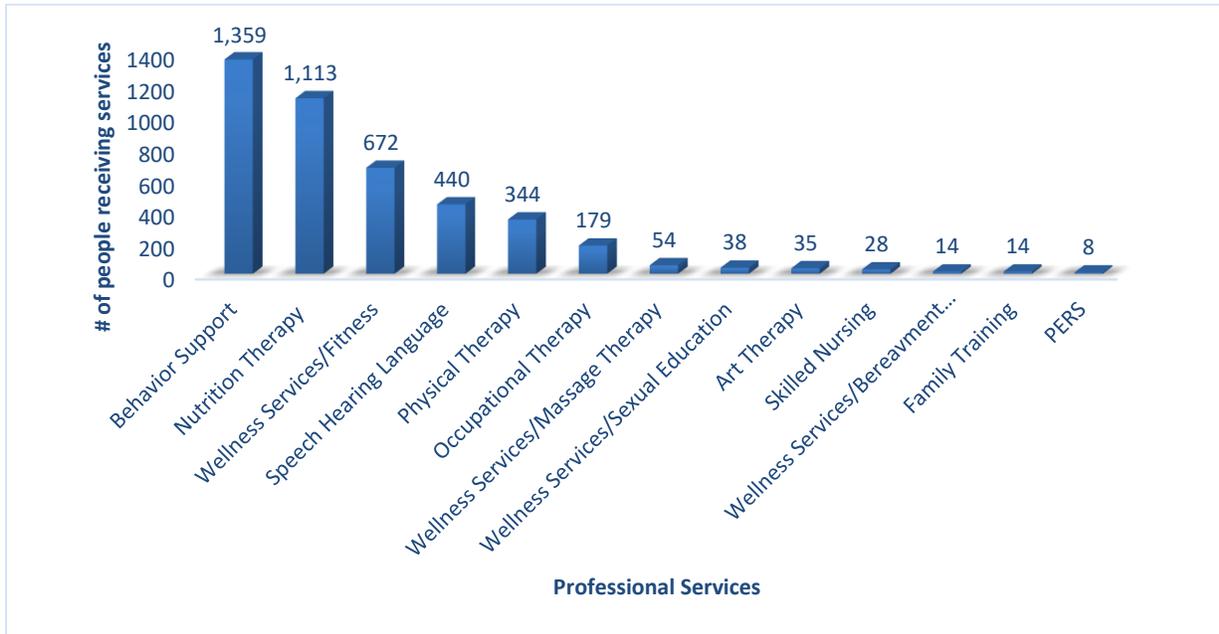


**Ethnicity:**

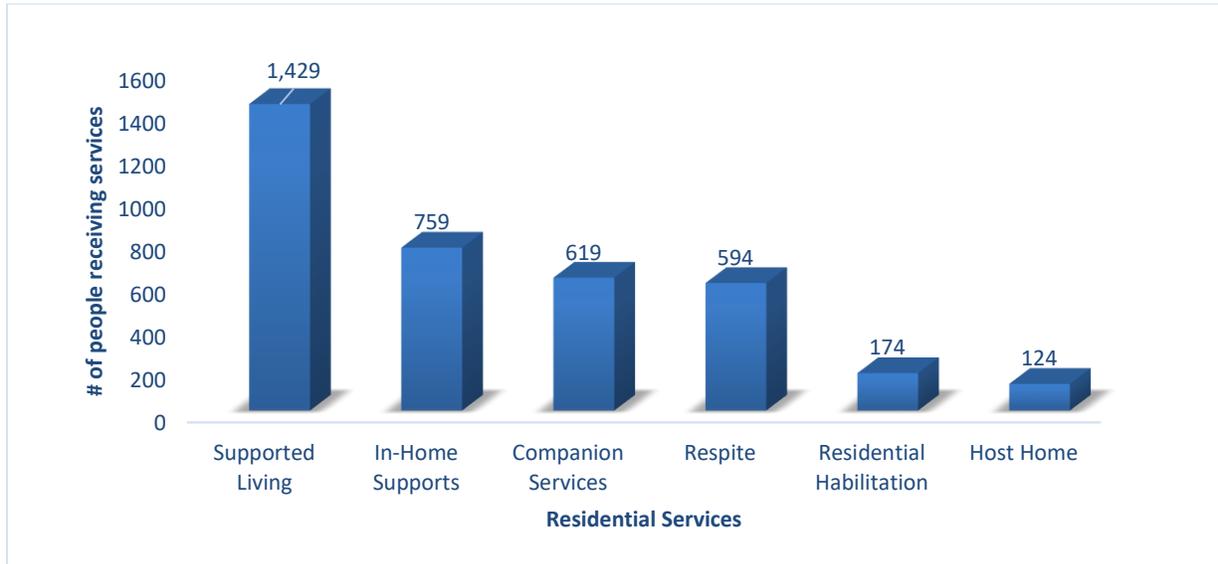


<sup>1</sup> Based on the number of services DDA authorized to be delivered between January 1, 2019 and March 31, 2019.

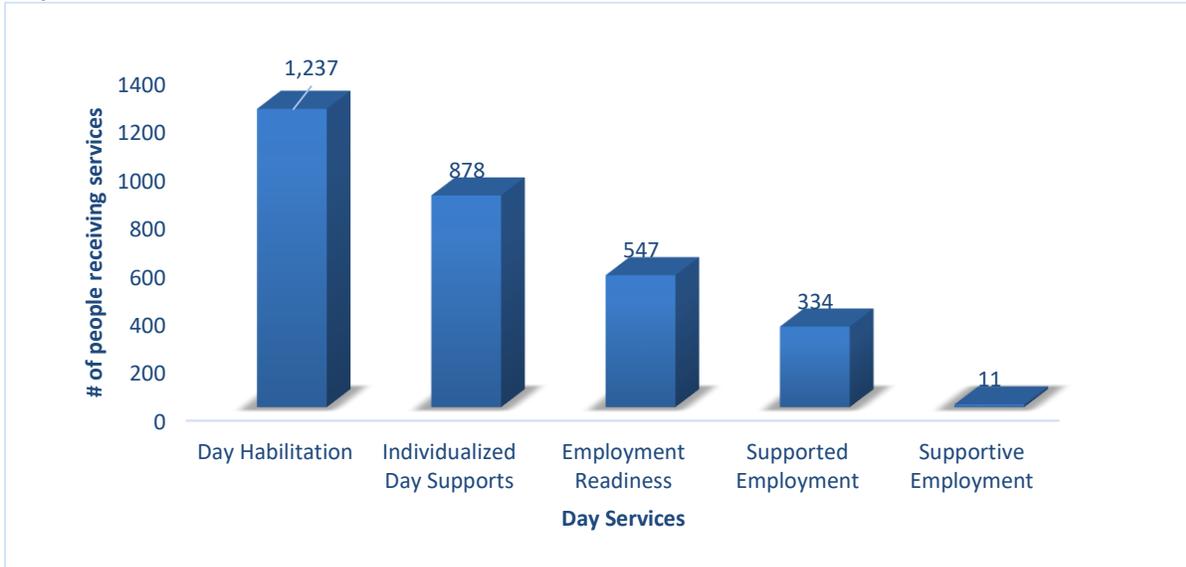
**Professional Services:**



**Residential Services:**



**Day Services:**



**Summary**

In the second quarter of FY19, Service Coordination monitoring showed positive results related to the services provided through DDA. Overall, results from the monitoring tools show assurance of and commitment to each person’s health, safety, and rights.